

## CLAIMS

### What is claimed is:

1           1.     A method for facilitating communications among persons in an enterprise, the  
2     method comprising:

3                 defining communities within an enterprise;

4                 associating collaborative conversation channels with the communities wherein each  
5     collaborative conversation channel is associated with a specific community;

6                 providing access to collaborative conversation channels through a user interface, with  
7     each collaborative conversation channel having an associated set of message types;

8                 receiving, through the user interface, a request to send a message having a selected  
9     message type within a selected one of the collaborative conversation channels; and

10                sending the message having the selected message type through the selected  
11     collaborative conversation channel.

1           2.     The method of claim 1 further comprising:

2                 identifying members of a particular community; and

3                 providing the identified members with access to the collaborative conversation channel  
4     that corresponds to the particular community.

1           3.     The method of claim 1 wherein each community includes members with one of  
2     a common fortune and a common interest.

1           4.       The method of claim 1 further comprising constructing the collaborative  
2 conversation channels in accordance with at least one generic channel type.

1           5.       The method of claim 4 wherein the generic channel type is selected from the  
2 group consisting of an operational channel, a strategic channel, and an educational channel.

1           6.       The method of claim 1 wherein the set of message types includes predefined  
2 message templates.

1           7.       The method of claim 1 wherein users obtain an implicit subscription to a  
2 collaborative conversation channel by becoming a member of a community associated with the  
3 collaborative conversation channel.

1           8.       The method of claim 1 wherein users obtain an implicit subscription to a  
2 collaborative conversation channel based on information in personal user profiles.

1           9.       The method of claim 1 further comprising filtering messages received through  
2 collaborative conversation channels based on the message type.

1           10.    The method of claim 1 further comprising providing filters for filtering  
2   messages received through a collaborative conversation channel based on at least one of a  
3   community type for a community associated with the collaborative conversation channel, a  
4   channel type for the collaborative conversation channel, and a community role for members of  
5   a community associated with the collaborative conversation channel.

1           11.    The method of claim 10 wherein the filters are pre-configured based on at least  
2   one of a pre-configured community and a pre-configured community role.

1           12.    The method of claim 1 further comprising providing a predefined set of message  
2   types based on at least one of a community type for a community associated with the  
3   collaborative conversation channel, a channel type for the collaborative conversation channel,  
4   and a community role for members of a community associated with the collaborative  
5   conversation channel.

1           13.    The method of claim 1 further comprising providing access to a community  
2   place for each community having collaborative components that are based on a community  
3   type for the community, wherein access to the collaborative conversation channel is provided  
4   through the community place.

1           14.    A system for supporting collaboration in an enterprise, the system comprising:  
2                   a portal accessible from a plurality of client devices;  
3                   a plurality of enterprise base systems; and  
4                   a collaborative conversation channel application for providing members of a  
5 community with access through the portal to message templates for a collaborative  
6 conversation channel associated with the community, wherein the community relates to a  
7 particular topic, the message templates allow users to select message types associated with the  
8 particular topic and the collaborative conversation channel allows users to send messages  
9 having the selected message type from each of the plurality of client devices to members of the  
10 community using the enterprise base systems.

1           15.    The system of claim 14 wherein the enterprise base systems comprise  
2 applications for facilitating communications.

1           16.    The system of claim 15 wherein the enterprise base systems include a message  
2 server for sending messages to the community through the collaborative conversation channel.

1           17.    The system of claim 14 wherein the collaborative conversation channel  
2 application allows users to list a plurality of available collaborative conversation channels.

1           18.    The system of claim 14 wherein the collaborative conversation channel  
2 application allows users to search for a collaborative conversation channel.

1           19.     The system of claim 14 wherein the collaborative conversation channel  
2     application provides a user interface for display on the client devices.

1           20.     The system of claim 14 wherein the collaborative conversation channel filters  
2     the sending of messages to members of the community based on message types.

1           21.     The system of claim 14 wherein messages sent through the collaborative  
2     conversation channel are received by members of the community in a message center of the  
3     portal.

1           22.     The system of claim 21 wherein messages received in the message center have  
2     an associated icon to indicate a message type.

1           23.     The system of claim 21 wherein each message received in the message center  
2     includes an identification of the community to which the message relates.

1           24.     The system of claim 14 wherein the collaborative conversation channel filters  
2     the sending of messages to each member of the community based on at least one of a  
3     community type, a channel type, and a community role for the member.

1           25.     An article comprising a machine-readable medium storing instructions operable  
2     to cause one or more machines to perform operations comprising:

3           providing access to collaborative conversation channels through a user interface, with  
4     each collaborative conversation channel associated with a specific community and having an  
5     associated set of message types;

6           receiving, through the user interface, a request to access a template for a selected  
7     message type within one of the collaborative conversation channels; and

8           presenting the template for the selected message type through the user interface.

1           26.     The article of claim 25 wherein the machine-readable medium stores  
2     instructions operable to cause one or more machines to perform further operations comprising:

3           receiving user input for the template through the user interface to create a message of  
4     the selected message type; and

5           providing the message to a particular community through the associated collaborative  
6     conversation channel.

1           27.     The article of claim 26 wherein the machine-readable medium stores  
2     instructions operable to cause one or more machines to perform further operations comprising  
3     filtering messages received by members of the particular community according to the message  
4     type.

1           28.     The article of claim 27 wherein filtering of messages is further based on a  
2     community type of the particular community and on a community role of each member.

1           29.    A method for facilitating communications among persons in an enterprise, the  
2   method comprising:  
3                defining communities within an enterprise;  
4                associating collaborative conversation channels with the communities, with  
5   each collaborative conversation channel associated with a specific community;  
6                assigning a set of message types to each collaborative conversation channel;  
7                receiving a user selection of a specific message type for a selected collaborative  
8   conversation channel and user input comprising content of a message of the selected message  
9   type; and  
10              sending the message to members of the specific community associated with the  
11   selected collaborative conversation channel.

1           30.    The method of claim 29 further comprising filtering the message for each  
2   member based on the message type.

1           31.    The method of claim 30 wherein filtering the message is further based on a user  
2   profile associated with each member.

1           32.    The method of claim 30 wherein filtering the message is further based on a role  
2   of each member within the community.

1           33.    The method of claim 30 further comprising automatically associating filtering



2 parameters with each member based on a community type for the community, a channel type  
3 for the collaborative conversation channel, and a role of the member within the community.

1 34. The method of claim 33 wherein the collaborative conversation channel  
2 comprises one of an operational channel and a strategic channel.

1 35. The method of claim 29 further comprising providing a member of the specific  
2 community with a set of message types, wherein the message types in the set are based on a  
3 community type for the community, a channel type for the collaborative conversation channel,  
4 and a role of the member within the community.